



Town of North Andover Department of Public Works Winter Operations Program

This document is intended to provide information about the Town's winter operations program. This is a brief outline of how the Department of Public Works (DPW) manages a typical storm.

BACKGROUND:

The North Andover Department of Public Works maintains approximately 150 miles of streets. During the winter months, the DPW has the responsibility for plowing and removing snow as well as minimizing and treating icy conditions. The DPW is also responsible for clearing some of the sidewalks*, the Town's public buildings as well as the school parking lots and driveways. The DPW's goal is to provide practical safe access to and from homes, businesses, public buildings and medical facilities during winter storms.

During the winter months, the weather and local road conditions are constantly monitored. Forecasts are followed closely and are an important tool particularly when tracking large storms. The DPW, North Andover Police Department (NAPD), and other town departments are constantly monitoring road conditions.

DPW crews are on call and equipment can be mobilized quickly to treat an icy section of road or to address dangerous conditions. No two storms are identical; weather conditions can vary significantly during the winter months. Different conditions require different tactics and circumstances will dictate the appropriate strategy. The DPW can have as many as 95 vehicles on the road for snow and ice removal at any given time depending on the type and severity of the storm. These vehicles, which are a combination of Town and contracted vehicles, are being coordinated from the DPW Headquarters on Osgood Street.

The following sections detail how the department plans for and manages a typical winter storm.

WHEN A STORM STARTS:

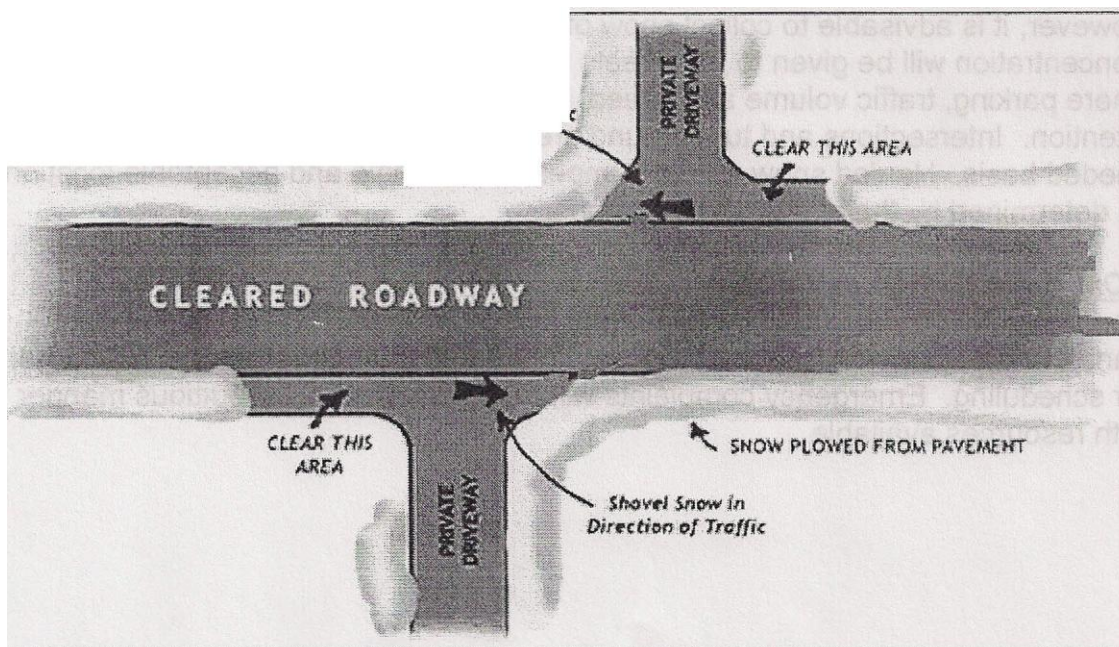
During normal business hours, DPW staff monitors the weather and dispatches trucks and equipment as required. For night and weekend storms, the Police Department (NAPD) monitors the weather and road conditions. Should snow or icing develop, the NAPD contacts the DPW Superintendent who notifies his foreman and crews. These individuals respond with the appropriate number of trucks and equipment as conditions dictate. This ordinarily involves treating roads to keep snow and ice from forming and packing on the road surface beginning with the main roads first.

Plowing operations begin as needed. Major routes and arteries are the first priority followed by secondary roads and the smaller side and dead end streets. The primary objective of winter operations is to keep roads safe and passable and to prevent unmanageable accumulations in long duration storms.

AS THE STORM CONTINUES:

As the snow accumulates, the goal is to keep the travel lanes open, to minimize accumulation, and to maintain passable conditions on the main roads. As the storm diminishes, drivers go back over all routes to clean up and to widen roadways and intersections. Salt is applied to treat road surfaces. Significant accumulations may occur during intense storms and it may take a driver 3 to 4 hours to complete a typical plow route. Residents should be prepared and be patient the DPW will clear the streets.

During these times, driveways are always an issue. The DPW crews are sensitive to this problem; however there is no practical way to plow snow without affecting driveways. The drivers will do their best to minimize filling in or blocking driveways. One possibility is to shovel or move the snow in the direction of traffic and create a "pocket" before the driveway which will allow the snow plow to drop most of the snow in that "pocket" space before your driveway. (see diagram below)



As the storm diminishes, drivers go back over all routes to clean up and to widen the roadways and intersections. De-icing solutions are applied again.

FOR RESIDENTS SHOVELING SNOW:

Shoveling or moving the snow in the direction of traffic, and making a pocket next to the driveway will allow snow accumulation on the plow to drop into the space and decrease the amount left at the driveway entrance. (see drawing above) Please do not throw snow back into the streets (see right of way policy).

AFTER THE STORM:

Once the storm has ended, all secondary and minor roads are cleared. The entire Town receives a "review" by the DPW to insure that the roads are in a satisfactory condition. If necessary, at this time the hauling away of snow will begin.

YOUR ASSISTANCE IS NEEDED:

We would like to take a moment to ask residents for their assistance during snow and ice removal. When possible, you should try to wait until the storm is over and the clearing of the streets is complete prior to beginning the clearing of your own residential areas. Whether you choose to hire a private plow driver, or you do your own snow removal, please make sure that snow is not pushed back out into the road or mounded up to block sidewalks. This will assist in a more timely clearing process. We will take this time to remind you not to forget to clear sidewalks, catch basins, and fire hydrants in front of your home (see right of way policy).

Also, please mark out your mailbox, especially in drift prone areas. The Town does not reimburse for damage unless actual contact is made by a piece of Town operated equipment (see complaint procedures). The policy for correctly placed mail boxes can be viewed on the Town Web Site (public works, general office, right of way policy or (United States Postal Service (USPS) Requirements).

Sand Barrels are placed around town for your convenience. Please only take what you need. For your safety please try to do this PRIOR to the arrival of a storm.

COMPLAINT PROCEDURES:

Please call the DPW at (978) 685-0950 within 48 hours of the storm to report damage so that we may effectively evaluate the incident. Complaints will be recorded on telephone logs. Calls requiring service will be transferred onto a work request form and forwarded to the appropriate supervisor for scheduling. Emergency complaints will be handled in an expeditious manner with resources available.

QUESTIONS AND CONCERNS:

Any questions or concerns may be directed to the Department of Public Works Office during business hours M-F 8:30 am to 4:30 pm at (978) 685-0950. After hours you may call the North Andover Police Department (NAPD) NON-emergency number at (978) 683-3168.

OVERNIGHT PARKING BAN:

We would like to also remind you about the overnight parking ban, which is implemented from December 1st through April 1st from midnight to 6am. This ban prohibits the parking of any motor vehicle on public roadways or private roadways which the Town has agreed to assume the snow and ice removal responsibilities with certain exceptions. These exceptions may be viewed on the Town WEB site. Motor vehicles illegally parked during this ban may be ticketed or towed. (see parking ban)

AS ALWAYS PARKING ON A SIDEWALK IS PROHIBITED.

***TOWN PLOWED SIDEWALK Routes**

The Town plows some sidewalks to insure the safety of the school children that walk to school—see the routes listed on the following page. Residents whose property abuts a sidewalk not on these lists are asked to clear the sidewalks. Thank you again in advance for your assistance.

SIDE WALK PLOW ROUTE #1

Osgood St. (Main St to Chickering Rd.)
Main St. (Sutton St. to Osgood St.)
Waverley Rd. (Main St to Rt.114)
Middlesex St. (Greene St to Waverley)
Mass. Ave (Commonwealth Ave to Osgood St)
Chickering Rd. (McDonalds to Peters St)
Herrick Rd. (Middlesex to Thompson School)

SIDE WALK PLOW ROUTE #2

Osgood St. (Main St to Andover St.)
Mass. Ave (Osgood St. to old center)
Center Common
Andover St. (old center to Chickering Rd.)
Franklin School (rear of school to Berkley St.)
Chestnut St. (Andover St. to Blueberry Hill Rd.)
Hewitt Ave. (Chestnut St. to Franklin School)
Milk St. (Johnson St to Chestnut St)

SIDE WALK PLOW ROUTE #3

Osgood St. (Main to Chickering)
Johnson St. (old center to 114)
Marbleridge Rd. (Salem to Johnson)
Abbott St (Salem St to Marbleridge)
Salem St (old center to Boxford St)
Johnson St. (old center to 114)
Marbleridge Rd. (Salem to Johnson)
Salem St (old center to Boxford St)